Configure alerts

Alert center

To enter the Alert Center, select *Settings > List settings > Alert center* in the left-side navigation.

From this page, you can add, edit, disable or delete a notification. Notifications can be sent by email with the desired frequency, and they can contain one or more notifications. If you select "when needed" in alert configuration, each event will trigger a push email notification.

Here is a list of the available notifications:

- **Subscribe**: sent when a new contact subscribes to the list
- **Unsubscribe**: sent for each contact who unsubscribes (*available only as push notification to a specific email address*)
- **SMTP+**
    - **Account block**: sent when your MailUp account has been blocked
    - **Sender domains**: sent when the sender email address does not match one of the domains that have been configured
    - **Alert on recipient opt-out**: sent each time a user unsubscribes
    - **SMTP+ send problem**: sent when there is a problem with the SMTP+ functionality of the platform
- **List+**
    - **List+ message sending is being processed**: sent when a message sent with List+ has been added to the sending queue.
    - **Problem with List+ message**: sent when there is an issue sending a List+ message
- **Bounced email**: sent when the recipient's email address cannot be reached. It helps keep your lists clean and find out incorrect addresses.
- **Queue**: sent when a message cannot be sent due to a missing attachment or embedded image
- **SMS**:
    - **Low SMS credit balance**: sent when available credits fall below a specified amount
    - **SMS message not sent for insufficient credits**: sent when message cannot be sent due to an insufficient credit balance
    - **SMS campaign sent successfully**: sent when an SMS campaign has been successfully sent out

We suggest that you should set bounce email notification with a frequency depending on how you use the SMTP+ feature.

- if you are using SMTP+ to send your **personal (e.g. Outlook) or transactional (e-commerce related) email messages**, set the values "**As needed**" and "**Notify sender**". This way, you (or the sender) will be able to react in time to possible errors.
- if you are using SMTP+ to send high volumes of **non-urgent messages (e.g. RSS from your blog)**, set "**Monthly**" frequency, and you will receive a list of all the bounced emails in one message.

Configuring a notification

Enable `OFF`

Pick the event for which the notification will be sent ▾

Subject

Text

Frequency Select ▾

Notification contacts: ☐ technical ☐ administration ☐ sales ☐ Abuse and Privacy (will be shown to complainers)

☐ Notification sender

☐ Notify this user

Save

In order to configure a notification, you have to insert the following parameters:

- Type
- Subject (e.g. new subscribers this week)
- Frequency, i.e. how often the notification will be sent (it is also possible to set frequency to "when necessary" to be instantly notified when the event happens)
- A text that will be shown in the notification
- Users that will receive the notification